



# Training Together

Responsible Alcohol Service Saves Lives



Post Office Box 13127  
Austin, Texas 78711

Coordinator: Deborah Dixon  
(512) 206-3420

<http://www.tabc.state.tx.us>

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## Get on Board!!



## Seller Training Schools & Trainers

### Summer 2001 Seminars

**Want to earn six (6)  
Continuing Education  
hours for yourself and  
your trainers?**

Then gear up for another round of Seller/Training seminars. The Texas Alcoholic Beverage Commission Seller Training Section will be traveling around the State to discuss any new legislation, training techniques, class monitoring, record's audits, issues and concerns about reports, certificates, and to answer your questions about any of these topics.



## Mark Your Calendars!

The seminars will be held  
on **6 different dates** at **5  
different locations** across the  
state of Texas.

July 18	Houston
July 19	Houston
July 24	San Antonio
July 26	El Paso
July 31	McAllen
August 2	Dallas

## LOCATIONS

Houston.....427 West 20<sup>th</sup> Street  
5<sup>th</sup> Floor Conference Room  
San Antonio.....1222 N. Main  
Suite 660  
El Paso.....401 E. Franklin Ave  
Suite 120  
Pharr.....600 W. US 83 Expressway  
Conference Center  
Mesquite.....9700 East I-30  
RL Thornton Frwy  
Dallas Room

**We have posted the  
locations and direction maps  
on our website. The site is  
found at [www.tabc.state.tx.us](http://www.tabc.state.tx.us).**

## REGISTER TODAY!!

If you plan to attend, you  
may register online at the same  
location or complete and mail in  
the attached registration form.

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**REMEMBER to schedule  
your class sessions 3 business  
days before holding a Seller/  
Training class.**

To calculate the 3 business  
days, count back from the  
session date and do not count  
Saturday or Sunday. For a  
Tuesday class, Monday would  
be one day's notice, Friday  
would be two days' notice and  
Thursday would be three days'  
notice. Thus, the notice for a  
Tuesday class needs to be in the  
commission's office by 5:00  
p.m. on Thursday.

Use the table below to help  
calculate the days:

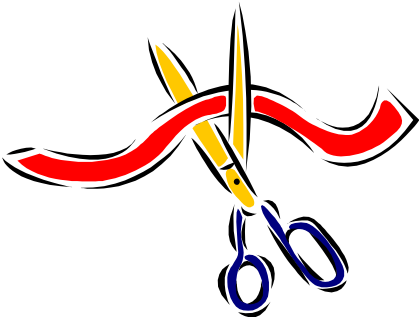
## Scheduling Training Classes

<u>NOTICE DEADLINE</u>	<u>DATE OF CLASS</u>
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Monday	Thursday
Tuesday	Friday
Wednesday	Sat & Sun

**REMEMBER**

When scheduling classes, use the form (# C-404) sent to your school/program in August 2001. This form must be completely filled-in with the correct information. The Seller Training section cannot schedule classes without the complete and correct information. For your convenience, we have included the form.

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**Cancellations**

The law requires that you let the commission know ahead of time that a class is cancelled when you know beforehand that the class is not going to be held.

For a cancellation that you do not know about until class time, the amendment to §50.4(a) gives you until the tenth day of the following month to cancel sessions for the previous month. So, you may cancel sessions daily as they occur or notify us as soon as possible. Don't forget that all cancellations must be in the Seller Training office no later than the 10<sup>th</sup> on the month following the cancellation.

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**Meet the Staff**

**Allison Arzola**

Seller Training has a new Administrative Technician, **Allison Arzola**. Allison began on February 20, 2001 after Sherri Diaz moved to the TABC Enforcement division.

Allison comes to Seller Training from the City of Austin Municipal Court. After going to college in San Marcos at Southwest Texas State, she moved back to Austin to begin her working career. Her hobbies include, but aren't completely limited to, softball, running, relaxing and playing with her two dogs, Lester and Dosie. She also enjoys watching her husband, Rick, play golf. Remember to welcome Allison to the Seller Training family.

**Judy Wycuff**

Another staff member, **Judy Wycuff**, is our Administrative Technician. She has been with T.A.B.C. for 28 years and with Seller Training for 4 years. She does our data entry and covers the phones when it starts hopping around here.

Her family includes a daughter, Jennifer, a grandson Jeffrey, and 2 Chihuahuas, Cujo and Mr. Bo Jangles.

**Deborah Dixon**

The Coordinator for Seller Training is **Deborah (Debbie) Dixon**. She has been with Seller Training for 1 year and 8 months and comes to T.A.B.C from the world of education. She taught senior English for 6 years and

enjoys not having to grade 180 essays every 3 weeks. Debbie is the person who evaluates and approves new programs, troubleshoots problems, answers questions about schools/programs, and organizes the section.

Her family includes her husband Gary, her daughter Traci, and her 2 dogs Bonnie and Clyde. Debbie's hobbies include reading, gardening, writing, and playing with her dogs.

**Judy Kocian**

For those of you that have not had the opportunity to talk to Judy, she is the person who processes the requests for the Seller/Server Training Certificates. She was given this responsibility at the beginning of August 2000. Judy's main objective is to provide the best possible service in getting these certificates processed and delivered in a reasonable time frame.

Judy began her tenure with T.A.B.C. as a secretary twenty years ago. She has worked in the Compliance Department (formerly Auditing Section) throughout her whole career. Judy's main responsibilities with the Agency are to assist all sections of the Compliance Department, prepare monthly reports, modify the compliance forms and deal with any additional problems that arise.

Judy is a proud homeowner in Round Rock and a proud single parent of a 12-year-old Shih Tzu named Magic. An avid sports fan, you can see her supporting the Dallas Cowboys, Los Angeles Lakers and the U.T. Longhorns.

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## TESTING FOR NEW TRAINERS

**Remember that ALL NEW Trainers must take and pass a T.A.B.C. exam.** This applies to any trainer who is recently hired by a school/program and who is not renewing their training position with your school.

### Examples:

1) A school/program hires a trainer who has never taught a T.A.B.C. approved Seller Training course. This trainer **MUST** pass the trainer exam before the approval process is completed.

2) A T.A.B.C. certified trainer wishes to train with a new school/program, this trainer was certified with another school prior to the September 1, 2000 rule change and has never passed the exam, they are required to pass the exam. A trainer must apply as an original for each school for which they train because a trainer's certification cannot be transferred between schools.

3) This does not apply to trainers who are renewing their certification. A renewal is for a trainer who is not changing schools.

The test may cover any of the subject matter that is required of **ALL** school/programs found in T.A.B.C. Rules Chapter 50.3(i)(1-14) and any of the rules that govern the administration of the program that are the responsibility of trainers.

## TESTING LOCATIONS INFORMATION

Call the Compliance Office closest to you to find out about testing times and locations.

Houston	(713) 880-3003
Dallas	(214) 688-1961
Lubbock	(806) 793-3221
San Antonio	(210) 736-4466
McAllen	(956) 686-2225
El Paso	(915) 834-5880

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## Employee Certification Inquiry is Now on the Web

License/permit holders can now verify employee Seller Training certification on the T.A.B.C website. Go to the T.A.B.C site and then to the Seller Training address at:  
**[www.tabc.state.tx.us/liccom/seller](http://www.tabc.state.tx.us/liccom/seller)**

At this web address you will find the following online form. A license/ permit holder can then type in the necessary information and find out the certification status of their employees. This is important because the information can be accessed 24 hours a day 7 days a week.

**Employee Inquiry**

License/Permit No: (MB123456)

(N 123456)

License/Permit Issued Date:

(mmddyyyy)

Employee SSN:

(999999999)

Employee Date of Birth:

(mmddyyyy)

(All fields are required)

For those license/permit holders who do not have access to the Internet, you can still call your local T. A. B. C. Field office or Seller Training in Austin.

To find out the number of your local field office, call one of the Regional Offices listed below:

Houston	(713) 880-3003
Dallas	(214) 688-1961
Lubbock	(806) 793-3221
San Antonio	(210) 736-4466

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## Advertising

Be sure to advertise your seller/ server program as a **TABC approved program** rather than as a "TABC program".

There have been inquiries on using the TABC seal on literature. The seal designates the Texas Alcoholic Beverage Commission and is **reserved for commission use only**.



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## Reminders

1. According to the Texas Alcoholic Beverage Commission's Rules Chapter 50.4(o) *Reports (of Seller Training) must be delivered or postmarked within 30 calendar days of the date on which the session was held upon forms prescribed and approved by the administrator or administrator's designee. In short, school/programs have 30 days from the date of a class to submit their reports.*



2. The **certificate number** on the Report of Seller Training **MUST** be the same number as the certificate issued to the trainee.

3. Order your certificates **before holding a class.**

4. **Proofread** all forms submitted to Seller Training. Especially check date of birth, social security numbers, and certificate numbers on the Reports of Seller Training.



5. A school/program **CAN NOT** issue reprint certificates to a trainee. The trainee must contact Seller Training to order

### Reminders con't

a Request for Reprint form. The reprint process takes 7 to 10 days from the day that Seller Training receives the Request for Reprint form.

6. **Schedule classes using the correct form (Form C-404) and include the complete and correct information.**

7. Always include a contact phone number on Reports of Seller Training and Session Schedules.

8. Make sure that the Trainer number (the trainer's social security number) is correct.

9. Include the complete address of the location of a session (including the correct county) on all Reports of Seller Training and Session Scheduling.

10. We realize that it takes a few minutes to complete the required forms, but ALL of this information is very important. If the same schools continue making the same errors, we will have to file Administrative Actions resulting in fines or suspensions.

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## Ordering New Certificates

**Remember the following when ordering new certificates:**

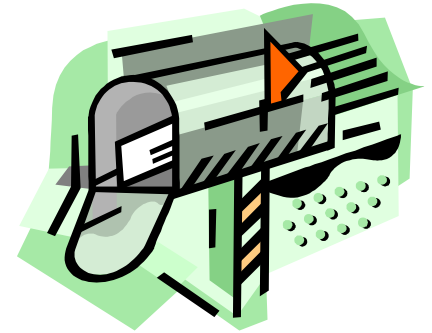
1. Contact Judy Kocian in Compliance (512-206-3300) for any questions concerning the status of your order or any questions about ordering certificate books.

2. **Be patient.** The orders are routed through several departments before and after they are processed by the Compliance Department.

3. **Include a physical address** (not a PO Box number) so that the shipping company can deliver them.

4. **Include an original signature**, not a photocopy.

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## Seller Training Contact Information

Main Office Phone  
(512) 206-3420

Fax  
(512) 206-3316

E-Mail  
[seller.training@tabc.state.tx.us](mailto:seller.training@tabc.state.tx.us)

Website  
[www.tabc.state.tx.us/liccom/seller](http://www.tabc.state.tx.us/liccom/seller)

Mailing address  
T.A.B.C.  
Seller Training Department  
PO Box 13127  
Austin, TX 78711

Physical address  
5806 Mesa Dr. Suite 290  
Austin, TX 78731

## REGISTRATION FOR TABC SELLER TRAINING SEMINAR

Each seminar will welcome attendees at 8:00 am and begin promptly at 8:30 am. Ending time 4:00 pm. Agenda: new legislation, training techniques, class monitoring, record's audits, issues and concerns about reports, certificates, and address questions and concerns about any of these topics. .

There may be limited seating space. Registration will be accepted according to the postmark date or the date in which we receive the registration form.

Please check the box of the seminar you will attend:

- |                          |                |                    |   |
|--------------------------|----------------|--------------------|---|
| <input type="checkbox"/> | July 18, 2001  | Houston, Texas     | Heights Medical Tower, 427 West 20 <sup>th</sup> Street, 5 <sup>th</sup> Floor<br>Conference Room.<br>T.A.B.C. Houston (713) 880-3003 |
| <input type="checkbox"/> | July 19, 2001  | Houston, Texas     | Heights Medical Tower, 427 West 20 <sup>th</sup> Street, 5 <sup>th</sup> Floor<br>Conference Room.<br>T.A.B.C. Houston (713) 880-3003 |
| <input type="checkbox"/> | July 24, 2001  | San Antonio, Texas | San Antonio Alcohol & Drug Abuse<br>1222 N. Main Suite #660<br>T.A.B.C San Antonio (210) 736-4466                                     |
| <input type="checkbox"/> | July 26, 2001  | El Paso, Texas     | 401 E. Franklin Ave.<br>T.A.B.C. El Paso, TX (915) 834-5861   |
| <input type="checkbox"/> | July 31, 2001  | Pharr, Texas       | Texas Dept. of Transportation<br>600 W. US 83 Expressway<br>Conference Center<br>T.A.B.C. McAllen, TX (956) 686-2225                  |
| <input type="checkbox"/> | August 2, 2001 | Mesquite, Texas    | TxDOT Building, 9700 East I 30 (R L Thornton Frwy.<br>just East of Dallas) <i>Dallas Room</i> .<br>T.A.B.C. Dallas (214) 688-1961     |

School No. \_\_\_\_\_ Program No. \_\_\_\_\_ Number of people attending \_\_\_\_\_

School Name \_\_\_\_\_ City \_\_\_\_\_

Attendee Name(s) \_\_\_\_\_

Phone Number (\_\_\_\_) \_\_\_\_\_ Date \_\_\_\_\_

Mail To:

Attn: Seller Training Dept.

P.O. Box 13127  
Austin, Texas 78711

Fax To:

T.A.B.C.

(512) 206-3316

Persons with disabilities who plan to attend this seminar and who may need auxiliary aids or services such as interpreters for persons who are deaf or hearing impaired, readers, large print or braille, are requested to contact the Human Resources Division at (512) 206-3220 (voice), (512) 206-3350 (fax) or (512) 206-3270 (TDD), a week prior to the seminar so that appropriate arrangements can be made.